
MAIL MANAGEMENT HANDBOOK

Mail Management

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MAIL MANAGEMENT HANDBOOK
General

1. GENERAL

1.1 PURPOSE. This section describes the Bureau of Indian Affairs (BIA) mail management system and provides standards and procedures to assist Bureau officials in establishing and maintaining effective mail management operations within their respective areas of jurisdiction. This includes manual, facsimile, and electronic mail.

1.2 OBJECTIVE. The objective is to assure prompt, accurate, and reliable mail services for all Bureau offices through the most efficient and economical methods possible. This is done by adhering to United States Postal Service (USPS) laws and regulations and by using sound workflow principles, management techniques, and modern equipment.

1.3 AUTHORITY.

- A. Code of Federal Regulations - 41 CFR 101-11.304.
- B. U.S. Postal Service Domestic Mail Manual.
- C. U.S. Department of the Interior Manual - 382 DM 2 and 385 DM 7.1.

1.4 RESPONSIBILITY.

A. The Director, Office of Administration provides leadership and direction for the Bureau's administrative management and management support programs, and is responsible for:

(1) Developing and maintaining the Bureauwide mail management system and procedures.

(2) Assuring that the system meets all applicable laws and regulations.

B. Heads of Field Offices are responsible for maintaining subsidiary mail management systems in conformance with standards and procedures and for managing and operating those systems on a continuing basis.

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C. Heads of Local Mail Units are directly responsible for processing all mail received in or dispatched from their respective offices in accordance with postal regulations and this manual section, for the messenger services necessary in those installations, and for maintaining records of mail activity for cost estimating and reporting.

D. All Bureau Employees must assure that mail they originate is clearly addressed and coded, that the most economical mailing methods are specified, that mail they receive receives prompt action or is promptly forwarded to the proper address, that routing problems are reported to the mail units, and that mail units are advised as to who should receive mail on specific subjects.

1.5 POLICY.

A. Each office must establish a central mail unit to receive and dispatch all official mail.

B. Mail should be delivered within 4 hours after receipt at the mail unit.

C. Use the most cost-effective method in classifying all outgoing mail. Mail unit personnel should be involved in planning major mailings to assure that the best method is selected.

D. Insure mail only in unusual situations.

E. Use mail facilities and services ONLY for official mail.

F. Mail management policy and systems must be integrated with the Bureau's overall paperwork management program.

G. U.S. Postal Service facilities and services are the first source for mail and parcel delivery. Private package delivery services may be used if the need justifies the expense. The mail unit is the focal point for use of private delivery service. Electronic mail may be used as needed (See Departmental Manual Part 385 - Office Automation - Illustration 1).

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H. Send Bureau mail normally via first class mail. This includes internal memoranda, letters to other agencies and the public, contractual, lease, and other legal documents, etc. Send bulky items such as publications, printouts, and reference material by lower class if it costs less and time permits.

I. Because of the types of mail the Bureau handles (sealed bids, cash, etc.), offices must be precautionous to assure that adequate safeguards are established to preclude unauthorized access to mailrooms.

1.6 FILE AND RECORDS MAINTENANCE. See the General Records Schedule for required reports and recordkeeping requirements and specific information for records retention.

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General Functions and Practices

2. GENERAL FUNCTIONS AND PRACTICES

2.1 GENERAL FUNCTIONS AND PRACTICES. Each Bureau office must establish a central unit to receive, route, and dispatch all mail. The structure and size of the mail unit depends on the size of the installation serviced and the normal volume of mail handled. Heads of offices must ensure that sufficient personnel and equipment are provided to process mail according to this Manual Section. Functions of the mail units fall into the general categories described below.

A. Provide Mail Services. This includes receipt, routing and dispatch of mail, coordination of pickup and delivery schedules with local post office schedules for mail arrival and departure, and maintenance of information about private pickup and delivery services to meet special needs.

B. Provide Messenger Service. This includes scheduling messenger service within an office and between buildings if necessary to provide pickup and delivery service for all incoming and outgoing mail and intra-office correspondence, and special delivery services, if required, to outside locations. As an alternate, employees may pick up and deliver mail to central points.

C. Recordkeeping. This includes Quarterly Mail Sampling Reports and Supplemental Mail Reports (for offices not using metered mail) The USPS requires federal agencies not using metered mail to complete these reports and submit the information at the end of the sampling periods. This documentation is to be maintained in each Bureau office for a period of 6 years in accordance with the General Records Schedule.

D. Adherence to Postal Regulations. Mail unit personnel must be knowledgeable of, and adhere to, all USPS regulations pertaining to mail operations. Transmission of official mail through postal channels is governed by regulations contained in the USPS Domestic Mail Manual, the USPS Penalty Mail Handbook and the Penalty Mail Guidelines, issued by the USPS, and should be used as references to operate local mail units.

E. Coordination with Local Post Offices. Coordinate pickup and delivery schedules with local post office schedules for the arrival and departure of mail. In areas where post office pickup and delivery service is unavailable or inadequate, assign responsibility for this service to specific employees who are fully instructed in their duties and are identified, as the

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local postmaster may require, to receive registered and other mail. Office heads may also contract for this service with a local courier service. Post offices boxes, if required, may be rented and paid for through imprest funds.

F. Cost-Effectiveness. Determine the most cost-effective and most efficient method of operating a mail unit.

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3. PROCESSING

3.1 PROCESSING INCOMING MAIL. As a general rule, reduce processing steps within the mail unit to the minimum to avoid delays. Sort, route, and deliver incoming mail at least within 4 hours after arrival in the mail.

3.2 SORTING. Because each office receives different volumes and types of incoming mail, mail units should establish their own sorting procedures, keeping in mind that the less steps taken in processing incoming mail, the faster the job will be completed.

3.3 ASSIGNING PRIORITY. Give priority to handling the following types of items. These items require special handling in certain cases. Consult with subject-matter specialists on how to handle these items.

- A. Remittances. (See 42 BIAM Supplement 3 - "Collections", for handling procedures).
- B. Congressional and White House Mail.
- C. Legal Documents. (Bids, proposals and other legal documents).
- D. Freedom of Information Act and Privacy Act Records.
- E. Controlled Mail. (Registered, certified, express and special delivery materials).

3.4 DATE-TIME STAMPING. Incoming mail should be date-time stamped by the receiving mail unit upon receipt.

3.5 OPENING MAIL. Most incoming mail should be opened in the mailroom, especially mail that is received from the private sector. (It is important that remittances be identified as soon as possible and secured until delivered to addressee).

- A. Mail NOT opened in the Mailroom:

(1) Invitation for Bids, Request for Proposals, and Request for Quotations. Send to the Procurement office.

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- (2) Special Attention (Blue) Envelopes. Route directly to addressee.
- (3) Competitive Sealed Bids. Send directly to cashier.
- (4) Mail marked "Personal", "Confidential", or "Not to be Opened in Mailroom". Send directly to addressee.
- (5) Mail identified on the Envelope as "Sensitive in Nature". Send directly to addressee (office or individual).

B. Receipt of Opened or Damaged Mail. If the types of mail specified in 3.4 are received opened or damaged, or are inadvertently opened, the mail clerk should report it to the mail unit supervisor immediately and a notification must be made on the item as to what happened.

3.6 HANDLING UNOFFICIAL MAIL. BIA is not responsible for delivering personal mail received through its postal facilities except when the recipient is in transit, or on a temporary detail. Instruct employees to notify unofficial contacts of their home addresses. Unofficial mail that is addressed to employees from sources which solicit contributions, sales, subscriptions, training, etc., should be referred to the mail unit supervisor. This type of mail SHOULD NOT be sent on to the individual. Every effort should be made to remove the employee's name from such mailing lists. Materials such as credit union announcements, BIA-sponsored employee club event information, employee union materials, and Combined Federal Campaign literature are considered "official" and may be distributed.

3.7 ROUTING. The mail clerk determines the recipient by "To" lines, reference codes, or subject matter. Route mail by writing or stamping the office code or name on the upper right corner of the document. Route all mail directly to the individual or organizational component responsible for the subject. If an item concerns more than one official/office, send it to the one having primary interest in the subject; the recipient is responsible for coordinating any further action with other officials/offices concerned. Office heads must assure that all employees are aware of their coordinating responsibility. This routing method is called "single direct routing." The routing clerk may use the references described below to assure proper mail delivery.

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A. Index. Each mail unit should develop an index which lists alphabetically the common subjects covered in correspondence, forms, publications, and other common items and the office code and/or the individual to which such material normally should be routed. An index is an essential guide for units which handle heavy loads of mail.

B. BIA Office Directories. These contain listings of employees in each Bureau installation and usually the office code or mail stop of each employee. They are updated periodically and any omissions or errors discovered in such listings should be reported to the originating office.

3.8 DELIVERING. See Section 5.1 - Internal Mail Handling Procedures.

3.9 CONTROLLING. Controlling mail is extremely expensive and time-consuming. For those reasons, control should be limited to only the most significant types of mail. Control systems serve three purposes; a record of receipt, record of who is handling it, and a follow-up mechanism to ensure that the reply meets designated deadlines. Heads of field offices must issue instructions on controlling mail and clearly designate those items which will be controlled. Generally, no more than 10% of incoming mail should require control. Each area office should furnish guidance on congressional and other controlled correspondence for their particular jurisdiction. Mail unit personnel or others may operate control systems.

3.10 HANDLING POSTAGE DUE MAIL. Payment of postage due official mail and mail from the public may be made by currently dated meter strips or penalty mail stamps in the exact amount of the postage due, or in cash from an imprest fund. The Bureau may refuse postage due mail received from the public.

3.11 PROCESSING OUTGOING MAIL. All official penalty mail must be processed and accounted for through a central mail facility in each Bureau installation. Under no circumstances may official penalty mail be placed directly into the USPS mail stream without first being routed through a central bureau mail facility.

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3.12 MAIL UNIT FUNCTIONS. Requirements. Mail unit employees must check the following items before dispatching mail:

- A. Addresses to and from are complete and include zip codes. "Zip plus four" codes should be used if available.
- B. Appropriate logs are noted.
- C. Proper class or type of mail is selected.
- D. Receipts are prepared for registered or certified mail.
- E. Heavy, bulky, or fragile material is securely packaged.
- F. Intra-Bureau mailings are batched where feasible into common mail containers.
- G. Mail is sacked and ready for pick-up according to USPS schedules.
- H. Envelopes are stuffed, sealed, and marked.
- I. Where volume warrants, mail is presorted by categories.

3.13 OFFICIAL MAIL FORMAT. The USPS recognizes five methods for sending out and paying for official mail. They include: Indicia, Permit Imprint, Postage Meters, Penalty Mail Stamps, and Penalty Mail Stamped Envelopes. BIA is currently authorized to use only Postage Meters, Penalty Mail Stamps, and Penalty Mail Stamped Envelopes.

A. Postage Meters. Offices using postage meters are exempt from USPS sampling requirements, but must meet other requirements. The using offices must:

- (1) Purchase their own scales.

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(2) Rent their own meters. A separate license is needed for each location which has a postage meter. Licenses may be obtained by completing PS Form 3601-A "Application for a Postage Meter License" (obtainable at your local post office), and applying to the local post office where meters will be set.

(3) Maintain a daily record of meter register readings using PS Form 3602-A "Daily Record of Meter Register Readings" (obtainable at your local post office).

(4) Report quarterly the ascending and descending meter register readings using information obtained from PS Form 3602-A, "Daily Record of Meter Register Readings" (obtainable at your local post office), to the appropriate area office. The reports will be consolidated at the area level and forwarded to the Division of Property Management, MS: 334B-SIB, 1951 Constitution Ave., N.W., Washington DC 20245 within three weeks after closure of the quarter.

(5) Adhere to all regulations relating to commercial meter licenses such as preparation, place of deposit, and dating.

B. Penalty Mail Stamps and Envelopes. Penalty mail stamps and envelopes may be used by offices exempted from use of postage meters. (See Illustration 2 - for details on how to order and use Official Mail Stamps and Postal Stationery). Further details may be obtained from the USPS Domestic Mail Manual.

3.14 ADDRESSING. Originating offices are responsible for correctly addressing and coding their communications, for using proper mailing containers, and for assembling correspondence. Each area office should issue local instructions.

A. Mail Going Outside the Bureau. Type the address in the lower right part of the address area. Single-space the address and leave at least 3 1/2 inches of clear space from the top to bottom at the right end of the address side of envelopes and labels. This space is used for postmarks or other prescribed endorsements such as "Priority" or "Special Delivery".

B. Intra-Bureau Mail.

(1) Use of Envelopes. Office heads must determine whether outgoing material should be accompanied by addressed envelopes, or whether the

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mail unit can batch multiple items into a single envelope or package (pouching). Where there is a volume, e.g., for mail to the central office or area offices, the batching approach is more efficient and economical. Mail sent via pouch should not be placed in envelopes, as each envelope adds to the overall weight of the pouch and, thus, increases postage costs. Field-generated pouches sent to the central office must have the phrase, "BIA Pouch Mail", written on the outside of the pouch/envelope. Pieces of mail in pouches should be routed by reading the "To" line or "Distribution" on memos; writing an office code or mail stop in the upper right-hand corner of the piece of mail; or Routing and Transmittal Slips, as appropriate. For mail to the central office, use mail stop numbers found in the Bureau and Departmental directories.

(2) Mail Stops. Correspondence originators should use mail stops on route slips and/or envelopes to ensure proper mail routing (see BIA Office Directories for mail stop and/or room numbers).

(3) Personal Attention Envelopes. (See 3.5A(2) and 3.5F(2)).

(4) Zip Codes. Use of zip codes on official mail is mandatory; zip plus four is optional, but encouraged. Place zip codes in the address portion of each letter as well as on the envelope. Leave two spaces between the State abbreviation and the zip code. The National Zip Code Directories list every zip code throughout the U.S. and may be purchased from your local post office, or ordered through the Superintendent of Documents, Washington DC 20402-9371.

(5) Labels. Use mailing label (see Illustration 3) to address any letter or parcel where it is impractical to type or imprint the address on the piece.

3.15 BUSINESS REPLY MAIL.

A. Use. Government agencies may use Business Reply Mail (BRM) to allow non-Federal sources to send information, postage-free, which the agency solicits in the conduct of official business. BRM can be used only when the information solicited will benefit the Government and the source solicited is not required by law to submit the information.

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(1) Some examples of BRM uses are:

- (a) To solicit public comments on a proposed action or a current program.
- (b) For pre-employment reference checks.
- (c) To assure receipt of signed copies of procurement charge orders.
- (d) All instances when the Government will directly benefit.

(2) BRM must NOT be used for the following:

- (a) Soliciting information from other Government agencies or other BIA offices.
- (b) Requesting information which individuals are required by law or regulation to provide.
- (c) Requesting information from job applicants.
- (d) For bidders, contractors, lessees, or permittees.
- (e) For individuals to use when submitting fees.
- (f) For updating mailing lists.

B. Business Reply Mail Permit. The USPS charges an annual fee for each BRM permit the Bureau has. Offices interested in using BRM must apply to the Director, Office of Administration for permission to use this service. A detailed explanation for need of this service is required, including, but not limited to:

- (1) The official purpose for Business Reply Mail.
- (2) How the BRM will directly benefit the Bureau.
- (3) Approximately how many BRM mailings are necessary during a one-year period.

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- (4) Approximately how many pieces comprise each BRM mailing.
- (5) Approximate weight of each piece.
- (6) Any other information which may be helpful in determining if a BRM permit should be obtained.

C. Printing. Use post cards, small envelopes, and self-mailers, preprinted with the Business Reply mail format specified by the USPS. The BIA permit number obtained from the local post office must be included. If large envelopes are needed for unusual applications, use preprinted labels. Keep in mind that the USPS charges a "surcharge" for envelopes over 6 1/4 x 11 1/2 in size if they weigh less than 1 ounce.

D. Self-Mailers. Self-mailers, in lieu of envelopes, are encouraged for correspondence intended for large distribution. To obtain cost savings and facilitate USPS distribution, fold the material to match envelope sizes, or fasten with a sticker or staple.

E. Special Service or Priority Handling. Originators of correspondence should specify any special service or priority handling required; otherwise, mail personnel determine the most economical dispatch methods. For mass or special mailings, originators should discuss requirements with mail personnel in advance, to determine if a less costly classification or presort discount can be used.

F. Envelopes, Labels, and Other Containers.

(1) Selecting Envelopes. Match envelopes to enclosures; fold whenever possible and insert them into standard envelopes. Avoid the unnecessary use of large envelopes (over 6 1/4 x 11 1/2 is considered non-standard) which carry a higher postage rate. Use durable, heavy quality envelopes, cushioned with a protective material for bulky or heavy items. Avoid overloading envelopes. If they have a definite breaking edge, use strong tape to keep them intact during mailing.

(2) Special Attention (Blue) Envelopes. Special attention envelopes are specially printed and designed for sending intra-Bureau information and messages which are appropriately addressed to, and opened by a particular individual. Appropriate uses are for confidential personnel and

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payroll information involving individuals. Do not use them to direct general correspondence or notes concerning regular business. These special envelopes involve extra printing costs, require additional mail routing, and can result in work delay if the individual addressed is not in the office. Keep use of these envelopes to an absolute minimum.

(3) Envelope Sizes. USPS prescribes the following size ranges for envelopes which their system will accept and for which standard postage rates apply:

(a) Minimum.

Height - at least 3 1/2 inches
Length - at least 5 inches
Thickness - at least .007 inches

(b) Maximum.

Height - 6 1/8 inches
Length - 11 1/2 inches
Thickness - 1/4 inch

(4) Procurement. Printed envelopes and mailing labels are available through the Government Printing Office.

(5) Mail Pouches. For mail to central office, or intra-area locations where volumes are likely to be heavy, mail units should consider mail pouches for consolidated or special mailings. Pouches save on envelopes and come in different sizes, strengths, and colors for a variety of applications. Pouches are also reusable.

(6) Other Containers. Use containers other than envelopes when shipping bulky, heavy, or very delicate items to protect contents during processing. The strength of the carton needed depends upon the weight, size, and nature of the material being shipped. Corrugated or solid fiberboard boxes are suitable for most bulky mailings. To prevent bending, folding or crushing such items as maps, items can be inserted into mailing tubes, cushioned and sealed at the ends. Put all parcel post shipments of forms and

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similar materials in cartons. Consult local postmasters about mailability and packaging. The USPS charges a "non-machineable" charge for packages over 35 pounds, and those less than 35 pounds if they meet any of the following conditions:

- over 34" long
- Over 17" wide
- over 17" high
- all rolls and tubes

G. Determine Class of Mail. BIA mailroom personnel must select the appropriate mail class for each piece of mail sent out on a daily basis. Unless each piece is properly stamped (endorsed) by BIA personnel, the USPS determines the class used. For instance, a 13-ounce jiffy bag will automatically be sent fourth class, unless the BIA office has stamped or printed "First Class" on the bag.

(1) Regular Classes.

(a) Airmail. This class is used only for international mail (except Canada and Mexico), unless it is going by diplomatic pouch. It is NOT used for domestic mail. Containers must be securely sealed and the word "Airmail" placed on the address side, below the indicia, just above the address, and also on the top, bottom, and sides of packages.

(b) First Class. This is the highest priority domestic mail. All official mail weighing 12 ounces or less is treated as first class mail by USPS, unless endorsed to a lower class. All first class mail weighing more than 12 ounces is treated as third or fourth class, unless marked "Priority". The USPS has set a maximum 3-day standard for delivery of first class mail anywhere within the 48 contiguous states. Mail to Alaska and Hawaii may take slightly longer.

(c) Priority. First Class mail weighing over 12 ounces, up to a maximum of 70 pounds, and requiring expeditious handling and transportation, is termed "Priority" and this word must be displayed prominently on each piece. All pieces must be sealed on all four edges so that they can be handled by machines. This "Priority" designation is used for all correspondence and other material weighing over 12 ounces and requiring better than third or fourth class handling. Postage costs are set by the USPS using a combination of weight and zone.

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(d) Surface Transportation. It is necessary to specify "Surface Transportation" for material which could be damaged by changes in temperature or atmosphere, permanent magnetic material with undefined fields, and materials specifically prohibited from air shipment.

(e) First Class Presort Discounts (Permit is Required). With computers and word processors readily available throughout the Bureau, offices now have the capability of maintaining mailing lists and printing address labels in zip code order. Considerable cost savings can be achieved by sending out items at one of four possible discount rates. (See the Domestic Mail Manual for formats). The USPS charges an annual fee for each post office used to accept these mailings (See the Domestic Mail Manual for information on acquiring permits). Offices should weigh this fee against any cost savings. Contact your local postmaster for additional information and specific procedures if a discount class is used. The class must be printed as part of the Permit Imprint format. This can be used by BIA personnel, private contractors, or other Government agencies mailing something for the BIA.

(f) Second Class and Controlled Circulation Publications. Second class is for newspapers and periodicals issued at least four times a year to a paid list of subscribers. Controlled circulation rates pertain to those items which contain at least 24 pages per issue. Special permits and presorting are required. Government agencies rarely qualify for this class of mail.

(g) Third Class (Single Piece Rate). This class is used for sending circulars, books, catalogs and other printed matter. The USPS has a 7-10 day delivery standard for third class mail. Parcels weighing more than 5 ounces can generally be sent cheaper as third class. Each parcel must weigh less than 16 ounces and bear the marking "Third Class" either printed, typed, or hand-stamped. There is no limit on the number of pieces mailed at the single-piece rate. All offices are encouraged to use this classification whenever possible.

(h) Third Class Bulk (Permit is Required). As with first class discounts, computers and word processors can make this class easy to use. In addition to acquiring a permit, each mailing must have at least 200 pieces or weigh at least 50 pounds. There are two, third class bulk classes to choose from. The class must be printed as part of the Permit Imprint

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Format. The USPS charges an annual fee per post office used to accept these mailings. Contact your local postmaster for additional information and specific procedures. This class can also be used by BIA mailers, private contractors, and/or other Government agencies mailing something for BIA.

(1) Permits. Offices wishing to use bulk rates must first obtain a permit by completing a Form PS-3601 "Application to Mail Without Affixing Postage Stamps", and presenting it to the post office which is to accept the mailing. Contractors or other Government agencies may do this for BIA. The USPS will check to make sure the form is properly completed (Permit Imprint permits will all have the BIA Permit Imprint number "G-74" placed on them). After the permit has been established, each mailing must be accompanied by Forms PS-3602 "Statement of Mailing with Permit Imprints", or PS-3602-G "Statement of Mailing with Penalty Permit Imprints".

(2) Special Mailing Instructions. Each piece mailed must have the proper G-74 mailing format. All pieces must be identical in size, weight, and number of enclosures; however, printed text may vary. All pieces must be separated by zip code to the finest possible degree, unless otherwise directed by the local postmaster. They must be presented for mailing at a post office, not deposited in a street or letter box, and usually will not be picked up by a USPS carrier. Prepare USPS Form 3602, "Statement of Mailing Bulk Rate" (available at the post office) in duplicate when depositing presorted discount mail at the post office. The postmaster can supply additional details. Submit the original with the mailing and retain the duplicate as documentation for 6 years in accordance with the General Records Schedule.

(3) Reporting Costs. Report only the number of Permit Imprint Permits which were acquired throughout the year on the Annual Penalty Mail Report. Do not report postage costs noted on Form PS-3602 "Statement of Mailing with Permit Imprints", as the USPS tracks these costs and reports them directly to the Director, Office of Administration.

(i) Fourth Class. Use this class for most parcels and boxes.

(1) USPS Parcel Post. Each parcel must weigh at least 16 ounces but not more than 70 pounds and must not exceed 100 inches in length and girth combined. It must be sealed to protect contents and is subject to USPS inspection. Postage is based on a weight and zone basis. Each mailroom should have a scale and current USPS rate chart available for calculating postage costs. An additional surcharge is placed on all pouches 35 pounds and over. Those meeting any of the categories listed under 3.15 F.6 "Other Containers" are also assessed a surcharge.

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(2) United Parcel Service (UPS). This service may also be used. The cost to send a parcel by UPS is not always less than by USPS; however, the following added services are provided by UPS:

- Door to door service.
- Several attempts at delivery.
- Specific records concerning delivery.
- Delivery acknowledgment.
- Receipt address correction.
- Return of undeliverable packages without charge.
- Rates include up to \$100 liability protection for each package.

(j) Postal Express. This special USPS service guarantees next-day delivery of items weighing 70 pounds or less and is very reliable for transmitting highest priority mail. The service is available between designated postal facilities throughout the U.S. to an addressee within the delivery area of a designated facility, and also, by prior arrangement, from and to designated locations throughout the U.S. Postal express mail includes the types of services described below.

(k) Next-Day Service. This is usually available at designated postal facilities and provides overnight service to certain designations for items presented at a designated post office before 5 p.m. USPS will refund postage to the mailer for items not available for claim, or not delivered. Items entered into this service are either available for pickup by the addressees by 10 a.m. of the day following mailing (post office to post office), or are delivered to addressees within the city delivery areas by 3 p.m. of the day following mailing (post office to addressee) as specified in advance by the originator.

(1) Same-Day Airport Service. Mail entered into this service, which is available between designated airport mail facilities, is dispatched on the next available transportation. Mail must be deposited during hours specified by USPS; this information is available from local postmasters. Upon arrival at the destination airport, the mail can be claimed by the addressee at the time predetermined when mailed. Originators of this mail must notify addressees to pick up mail under this service. USPS will refund postage on any items that are not available for claim by the specified time, unless the delay is caused by strike/work stoppage, delay/cancellation of air flights, and/or Government action beyond control of the USPS or air carriers.

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(m) Custom-Designed Service. This is available between designated postal facilities or other designated locations in accordance with a service agreement between a Bureau office and USPS, which specifies a scheduled place and day/date of origin for each shipment and a scheduled place and day/date for claim at the destination. Bureau officials can enter into such agreements, as necessary, and a copy of each agreement must be sent to the Director, Office of Administration. USPS guarantees delivery within 24 hours for this service and will refund postage if delivery does not occur within the established timeframe (unless delivery is delayed by strike or work stoppage).

(n) Claims. Claims for refunds of postage must be made by the office initiating the shipment. The receiving office must send the form back to the initiating office to provide proof of late delivery.

(o) Reporting Costs. The USPS provides quarterly reports regarding postal express mail use to the Director, Office of Administration. Do NOT report express mail costs on the annual Penalty Mail Report. Offices should maintain the originator's copy of the express mail form for one year for verification in accordance with the General Records Schedule.

(2) Special Services Mail. The following types of mail can be used only under the conditions specified:

(a) Registered. This provides added protection for mail requiring it, plus evidence of mailing and delivery. Mail to be registered must be sent as First Class or Priority Mail. Indemnity (insurance) is not provided for registered official mail. Agencies desiring to obtain insurance on registered mail must prepay all postage and fees. Claims for indemnity will not be processed unless proof is furnished that correct postage and fees were prepaid. Business Reply Mail may NOT be registered.

(b) Certified. Use only if evidence of mailing and a record of delivery are required by law or regulation. Such mail may be addressed for delivery only in the United States, its territories and possessions, the former canal zone, through military (APO and FPO) post offices, through the United Nations, New York Post Offices and various other installations.

(c) Return Receipt Requested. This is the method used to provide the mailer evidence of delivery. Return receipts may be obtained for mail which is registered, certified, or expressed.

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(d) Private Company Express Mail Services. There are many private companies which offer "over-night mail delivery services" operating in the country. The Private Express Statutes specifically forbid sending official mail by any service other than the USPS. These statutes make it mandatory to use the USPS Express Mail Service for all "over-night delivery services". If a package meets any of the exception criteria (see Illustration 4) offices may use a private carrier. The General Services Administration awards a contract annually to a private carrier to perform these services. If mailers are unable to use a USPS service, they should check with their local mailroom personnel or procurement personnel to find out which carrier is on the current schedule.

(e) Records. Records relating to incoming or outgoing registered, certified and insured, including return receipts will be maintained for one year in accordance with the General Records Schedule.

3. Other Classes. There are many other classes and services available to BIA. Some of these include Special Book Rates for films and books, special handling, certificates of mailing, address corrections, etc. Check with your local postmaster for specific information, or check the Domestic Mail Manual and Postal Bulletins.

MAIL MANAGEMENT HANDBOOK
Claims

4. CLAIMS

4.1 LOSS AND DAMAGE CLAIMS. Only the mailer (originator) may file loss claims. Either the mailer or addressee may file damage claims at any post office within one year from the mailing date. Evidence of registration and value must be included. For damage claims, the article and packaging also must be submitted. Government agencies are covered under the "Losses and Shipment Act" and should process claim actions in accordance with that Act. See 3.14G(1)(e) and (f) for refund information on Postal Express Mail.

MAIL MANAGEMENT HANDBOOK
Internal Mail Handling Procedures

5. INTERNAL MAIL HANDLING PROCEDURES

5.1 Intra-Office Mail Delivery System. This system can be established within an installation if it so chooses. If this system is used, the installation must establish routes and stops according to the organizational structure of the installation and the physical location within it. In planning the internal mail runs, the mail manager should consider the following:

A. Routes.

(1) Coverage. Design each route to cover a certain element of the organization, planning for as many routes as will be required for efficient service. Arrange routes to avoid overlapping or duplication of service, and so that mail personnel travel the least distance to service all necessary stops.

(2) Grouping. Determine if some offices can be grouped into single delivery and pickup stops and, where possible, place related offices having frequent exchanges of documents on the same route.

B. Stops.

(1) Number. Consider a mail stop for each separate organizational unit, but consolidate stops where physically feasible within divisions. Arrange for enough stops to avoid consistent delivery or pickup of large volumes of mail at any one location, but avoid establishing stops to provide personal services for limited amounts of mail.

(2) Mail Receptacles. Assure that mail receptacles (in and out boxes) are located at all pickup and delivery points, and are sturdy enough to support the average amount of mail delivered to that point.

C. Frequency of Scheduled Runs. Offices should determine how many mail runs a day to make. This may vary because of volume of mail, post office schedules, etc. Sort all intra-office mail enroute as it is collected, so that it can be delivered without being returned to the mail unit.

5.2 Centralized Mail Pickup System. If this system is used, the following must be kept in mind:

MAIL MANAGEMENT HANDBOOK
Internal Mail Handling Procedures

A. Mail Receptacles (Bins). Enough mail bins should be available so that mail can be broken down to as low a level as possible (i.e., Division, Branch, Section, etc.).

B. Availability of Mail Bins. So that employees can pick up their mail quickly and without disruption in the mailroom, locate mail bins in an easily accessible area within the confines of the mailroom.

C. Remittances. Arrangements should be made with cashiers to have remittances picked up immediately after placement in their mail bin.

D. Very Small Offices. In small offices, it usually is not necessary to deliver or pick up mail throughout the office. Establishing a mail station, located at one point in the office where employees or groups can pick up and deposit their mail, should be considered. Desk-to-desk mail delivery in any office should be discouraged.

MAIL MANAGEMENT HANDBOOK
Facsimile Systems

6. FACSIMILE SYSTEMS

6.1 FACSIMILE SYSTEMS. Facsimile systems allow for rapid transmission via communication lines of time-sensitive messages and information, which may require immediate action.

A. How to Use Facsimile (Fax).

(1) Capability. The fax system can transmit any typed or handwritten image, graphic or text, black and white, at speeds from less than a minute to 6 minutes per page. Transmission quality varies with the condition of the original, speed, and telephone line traffic.

(2) It is not necessary for offices to maintain logs of incoming or outgoing fax messages since only informal messages should be sent using this system.

(3) It is advisable that offices devise a cover sheet to send as the first sheet of the fax message. Information on the cover sheet should include the name of the sender, the name of the recipient, and the number of pages being sent. This information will aid the receiving fax operator in getting the message to the recipient quickly.

B. Verification. It is suggested that originators call destinations after transmission to verify receipt. Bureau Area offices with fax capability are listed in Illustration 5. Fax numbers are also listed in Illustration 5.

MAIL MANAGEMENT HANDBOOK
Reviewing Mail Operations

7. REVIEWING MAIL OPERATIONS

7.1 REVIEWING MAIL OPERATIONS.

A. Purpose. Effective mail operations are critical to daily management of every office. Organization, program and space changes, and personnel turnover require that heads of offices review mail management practices and policies at least annually to assure that they are efficient and in accord with USPS Regulations, waste and abuse are eliminated, equipment and facilities are adequate and safe, coordination mechanisms are set up and communicated, and the mail unit is current on program assignments and special handling needs.

B. Preparation. Before starting a review, the reviewers should look at mail regulations and manuals, office space layout, mail equipment inventory, mail unit staffing, mail cost reports, use of private delivery sources, facsimile usage, and local directives and forms related to mail and correspondence management. Illustration 6 provides a list of questions which mail managers may wish to ask during a mail operations review.

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DEPARTMENTAL MANUAL

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Information Resources Management

Part 385 Office Automation

Chapter 7 Electronic Message Systems

385 DM 7.1

7.1 Purpose. This chapter establishes policies and general requirements for use of electronic message systems (EMS) in the Department of the Interior (DOI). It provides guidance to Department bureaus and offices (hereafter referred to as bureaus) on management, uses, installation, security, and cost distribution to assist the bureaus in cost-effective use of an emerging technique of enhanced telecommunications.

7.2 Definitions. Electronic message systems are defined to be automated systems (hardware, software, or services) whose primary purpose is the interoffice transmission of textual information. The principal input and output devices used in this capability are normally keyboard-operated cathode ray tube or hardcopy terminals, word processing units, or communicating typewriters.

7.3 Background. For several years commercial service bureaus, hardware and software vendors, and computer programmers have been progressively developing computer-based electronic message systems. These applications, commonly called "electronic mail," enable a terminal user to transmit text into computer storage—at near or remote sites—for access at a later time by one or more other terminal users, at their convenience. The computer storing the text serves similarly to a wall of lock boxes in a Post Office, holding text until a recipient decides to pick it up. Some automated storage areas are often referred to as "mail boxes," and many commercial EMS systems contain the word "mail" in their titles although the U. S. Postal Service does not participate in carrying any of their text. This Departmental guidance will assist in the prudent use and growth of this application of technology in the office.

7.4 Uses of EMS. EMS can include: memorandum preparation and distribution; informal comment record; message delivery; central collection of documents prepared by persons at geographically-separated locations; and short-term text storage. EMS can be used also as a formal or informal means of communicating between two or more users. Communications, depending upon the system, can be in the format of letters, memoranda, or files of data.

A. Features.

(1) Improves understanding of communicated information through providing a visible record of communications which previously would have been transmitted orally.

(2) Can validate receipt of messages.

(3) In some cases, EMS may be the most cost-effective method of communicating information.

(4) One message can be sent to multiple addresses all with a single input. Mass mailings are made easier and faster, and may be more cost-effective.

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Chapter 7 Electronic Message Systems

385 DM 7.4A(5)

(5) Some systems notify the sender when the addressees have viewed the message. (Delivery verification).

(6) EMS can minimize the chance of losing a piece of correspondence. (Increased reliability).

(7) Electronic message capability complements the traditional means of communication such as the mails, the telephone, and business trips.

(8) Some EMS provide conferencing capability.

(9) Time-critical information can be communicated instantly to one or many individuals, offices, or organizations.

(10) Delays caused by drafting, editing, correcting, copying, and delivery are reduced, when composing and editing are done on the transmitting keyboard. However, EMS will not solve the problem of delays caused by excessive levels of review.

(11) EMS helps reduce "telephone tag" and helps solve the time zone and duty hours problem.

(12) Materials mailed in advance can make meetings more productive.

(13) Paper copies can be printed when needed and are more legible than many copies received from facsimile equipment. Frequently, once information is transmitted, there is no need for a paper copy.

(14) Provides storage and update capability for lists of addressees.

(15) Use of EMS is consistent with the Federal policy on reduction of paperwork in the Federal Government.

B. Cautions.

(1) Increased telecommunication cost is possible, if not managed properly.

(2) Often a separate telephone or communications connection is needed.

(3) Users must learn to operate the keyboard device.

(4) Communications stop when the system is not functioning for reason of repair or preventive maintenance.

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Chapter 7 Electronic Message Systems

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(5) Authenticity of the sender may be questioned. Although passwords and user ID codes are issued for protection, this does not equate to an actual signature in the minds of some.

(6) Poor systems design or lack of management controls may result in systems not being cost-effective.

(7) Various systems without compatible telecommunications interfaces between them may not be able to relay text automatically from one to another.

(8) Normal clearance and coordination reviews may be overlooked.

(9) All records of the communication may be destroyed.

7.5 Policies.

A. It is the policy of the Department to use Electronic Message Systems for official business when it can be demonstrated that its use will increase cost-effectiveness and efficiency.

B. EMS networks will be designed, managed, and operated to provide the widest practical range of destinations accessible from each keyboard.

C. Existing internal EMS applications and capabilities should be given a thorough review and analysis to determine if continuing use would be more cost-effective and efficient than acquisition of commercial systems.

D. Department of the Interior organizations will observe Governmentwide policies and standards governing the creation, maintenance, security, and disposition of electronic messages and the information processed or stored. (i.e., Records Management Program, 41 CFR 101-11; Telecommunications Program, 41 CFR 101-37; Privacy Act regulations, 43 CFR Part 2; etc.)

7.6 Responsibilities.

A. The Office of Information Resources Management. The Office of Information Resources Management (PIR) is responsible for overall Departmental program management of electronic message equipment and systems, and will:

- (1) Ensure compliance with Governmentwide policies and standards,
- (2) Develop and administer Departmental policy and guidance,
- (3) Ensure the efficient and cost-effective use of EMS within the Department,

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Chapter 7 Electronic Message Systems

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(4) Provide program management coordination and liaison with General Services Administration and other Federal agencies,

(5) Disseminate current EMS information to bureaus, and

(6) Perform periodic monitoring of EMS program management activities Departmentwide.

B. Bureaus. Each bureau will designate an EMS Systems Manager and implement a program that will:

(1) Ensure compliance with Departmental policies and other provisions of this chapter,

(2) Review and approve system requests,

(3) Oversee the installing, implementing and maintaining of EMS systems,

(4) Assign or remove user identifiers (addresses) and passwords,

(5) Act as liaison with the Department and system managers of other bureaus for coordination of operation, and

(6) Perform periodic evaluations of EMS systems to ensure efficiency and effectiveness of operations.

7.7 Planning for Installation/Implementation.

A. Network. Each EMS Systems Manager will document the network by recording or illustrating address locations, addresses, user identification, protocols, speeds, codes, interconnect points, and service information. The documentation will be updated as new users are identified and other users are removed from the system.

B. Pre-Test. Before formal acquisition of an EMS system, the Systems Manager will conduct an operational test to all points in the network and ensure that all aspects of the system operate as required.

C. Compatibility. The issue of hardware, software and telecommunications compatibility should be addressed, alerting users who wish to interface various machines (i.e. terminals, word processors, micro computers) with various electronic message systems. Before selecting an EMS, the user should be able to identify how much of the organization's existing equipment inventory will be usable with the EMS.

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7.8 Justification for Acquisition and Use.

A. Approvals shall be based on:

- (1) Firm evidence of cost savings/avoidance,
- or
- (2) Substantial improvement of operational/management capability,
- (3) Inability of mission completion without the EMS facility.

B. Justification requests should address:

- (1) Physical location of senders and receivers.
- (2) Existing equipment available for use.
- (3) Description of messages to be sent (type, length, format, priority).
- (4) Estimated volume of messages. (Single and multiple recipients).
- (5) Duration of "temporary storage" in the system, for each of various types of messages to be sent.
- (6) Needs for security (see paragraph 7.12), receipt verification, and modification of message once in system.
- (7) Costs and benefits of alternatives considered, such as: facsimile, GSA's Advanced Records System, mail, teleconference, voice store and forward, etc.
- (8) System planning and integrity; office environment, user training, equipment and software, system maintenance and supervision, periodic evaluation, and adequate documentation for records management and records disposal.

7.9 System Integrity. Each bureau will exercise control in administering, registering, and altering its use of EMS. To ensure system integrity, it is necessary to design and implement an EMS system that is consistent with the bureau's organizational structure and needs. Designers and implementors of EMS should take into consideration the provisions of the Privacy Act to the extent that such systems contain information about individuals.

A. User's Guide. Prepare user's guides in simple terms with examples, models, and illustrations. User documentation should be distributed before implementation and should be available at each work station. Vendors

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385 DM 7.9A

generally prepare a variety of materials to help new users learn the basics of their commercial systems. These materials include workbooks, quick reference cards, reference manuals, and prerecorded training programs. Initial editions should include a description of the EMS network, a listing of all locations and addresses it is possible to reach through the network, and any existing interconnects. The phone numbers of persons or offices to contact in case of interface or operational problems must be made available to system users.

B. Addressee directory. The method for updating the addressee directory must be included. Establishing a central point to collect directory changes is helpful initially, but a better way is to have a programmed feature of the system designed for collecting changes and making the entire list available to users via the system. The specific communication interfaces used between EMS systems should be documented.

7.10 Documentation of Text.

A. Electronic messages are subject to the requirements for records and information as prescribed in the Federal Records Act (Chapters 29, 31, and 33 of Title 44 of the U.S. Code). This information must be created, maintained, used, and disposed of in accordance with these chapters. This information is a record within the meaning found in 44 U.S.C. 3301.

B. Information suitable for documentation will be transferred intact from a message system to another official documentation medium such as paper, microfilm, or computer tape, by recipients or originators, depending upon the character of the text.

(1) Information for dissemination such as directives and bulletins will be documented by the senders.

(2) Information characterized as general correspondence or non-directive communications will be documented by both senders and receivers to record the initiation of an action and the responses to that action at each appropriate organization location. The office of record will be determined by bureau and office policies and procedures set forth for records retention and disposal.

(3) Consideration should be given to periodic erasure of non-record information to keep the cost of storage down.

7.11 Signature Authenticity.

A. Each message requiring action, requesting a report from two or more respondents, stating policy, or changing any existing directive will be signed by the individual duly authorized to take such actions. The signature name will be transmitted after the completed text of the message, preceded by the word, "signed."

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B. Messages signed as prescribed above, will be authenticated following the signature by a second party, and the authenticator's name will be included in the message after the signer's name, and preceded by the word, "authenticated." Examples:

Signed John G. Doe Authenticated Mary C. Wilson

C. A record of messages signed and authenticated as prescribed above will be maintained in a log.

D. In such cases where the physical appearance of a written official signature is essential, facsimile transmission or physical transmission of the paper document by mail will be employed instead of electronic messages.

7.12 Security.

A. Basically, most EMS systems are reasonably secure because they require some type of access code or password in order to enter the system. But there is always the possibility that the code could be broken and the password revealed. In addition, it is possible to intercept any data transmitted over a telephone wire. Therefore, all information passed through EMS should be given the protection required for its level of classification.

B. Normal ADP security aspects regarding the transmittal of unclassified contents should apply. Although the majority of EMS textual material is expected to be unclassified, all newly installed electronic messaging systems should be required to meet the Departmental standards for security. As appropriate, a risk analysis for the EMS should be performed to assure that risks are identified and addressed. All currently installed systems should be modified, if possible, to meet the Departmental security standards. For most electronic messaging systems, the most important aspect of security will be data integrity. If any text to be transmitted is classified, the requirements of 442 DM and 441 DM must be met. These references relate to both physical and personnel security. The bureau Security Officer should be consulted for guidance when any EMS system is being considered. Caution should also be observed in the handling of information subject to the Privacy Act, and for data or information identified as sensitive (see 306 DM 7.4D), relating to control of funds or major management decisions.

7.13 Technical Requirements. To the extent practical, EMS's within the Department should be compatible. Department networks will use standard ASCII code, and maintain a capability to transmit at 300 and/or 1200 bps. Terminal-to-Terminal mode may be incorporated as an operating feature if it is essential to save travel and communications time by providing for conversational mode, as in the case of portable or remote field stations.

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Operating design should incorporate the feature of selective distribution, enabling users to transmit to an individual address, simultaneously to multiple addresses on various directory standard distribution lists, or all-location general distribution.

7.14 Software for EMS.

A. Compatibility of Software. DOI policy is to install only those systems which meet existing FIPS standards. Since some electronic message systems are already installed in the bureaus, complete compatibility cannot be ensured; however, currently installed systems should be modified whenever feasible to meet FIPS standards.

(1) EMS software should be compatible throughout a bureau. Bureaus should select one brand of EMS software systems which is compatible and interchangeable with the host computer, word processors, leased EMS systems and in-house developed EMS systems.

(2) Because of the competitiveness of the companies that offer EMS commercially, the software is compatible or usually can be made compatible to fit a particular terminal or operation.

B. Sharing Software. The sharing of software by bureaus, when possible, is desirable. Effort in promoting software sharing will help reduce cost and promote compatibility. (Transfer of clerical/professional staff requires EMS training when using totally different systems.)

7.15 Fiscal Aspects of EMS. Prior to acquiring EMS systems, offices should review the current and proposed systems to determine if EMS would be cost effective and/or improve operations/management capability.

A. Cost-Effectiveness. EMS can be cost-effective if it reduces such operating expenses as personnel time, postage, stationery and related supplies, filing (time, copies, space), facsimile, and telephone. In addition, there are intangible, yet cost-effective, benefits such as providing a way for large numbers of people to communicate with each other easily and frequently; improving administrative communications messaging, and confidentiality; enhancing control of information regardless of time zones, and expediting service to various Federal, State, and public organizations.

(1) Every EMS transaction may not be cost effective; however, certain criteria may be met which improves operations/management capability:

(a) Importance of message as determined by the sender;

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ILLUSTRATION 1

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Chapter 7 Electronic Message Systems

385 DM 7.15A(1)(b)

(b) Managerial level of the sender; and

(c) Deadlines for response.

(2) Administrative operational procedures should be developed in advance in terms of cost-effectiveness: the more traffic volume and addressees, the more cost effective it is to send the message over EMS. Cost effective justifications should be made by comparing regular postage costs to time and computer usage rates and charges.

(3) Periodic reviews of the facilities used should be performed. Various components of total EMS are subject to rapid cost changes.

B. Cost Distribution. Any EMS package, whether in-house designed or leased, should have a cost accounting distribution system as an integral part. In terms of cost justification, cost distribution figures should be kept to compare with the more conventional methods of transmitting messages.



**how to order and use
OFFICIAL MAIL STAMPS
and
POSTAL STATIONERY**

BIAM Rel No. 9405
Removal
8/9/94

U.S. POSTAL SERVICE

U.S. POSTAL SERVICE

Washington, DC

Penalty Mail Stamps & Postal Stationery
Publication 350

Transmittal Letter
April 1986

A. EXPLANATION

This publication provides procedures for U.S. Government agencies to requisition and use penalty mail postage stamps, postal cards, and stamped embossed envelopes as part of the penalty mail stamp (PMS) system (formerly called official mail stamp).

B. DISTRIBUTION

This document is being distributed directly to all Government agencies authorized by the Manager, Official Mail Accounting Branch, to use penalty mail postage stamps.

C. ADDITIONAL COPIES

Additional copies may be obtained by contacting the Official Mail Accounting Branch, USPS Headquarters, Washington, DC 20260-5215.

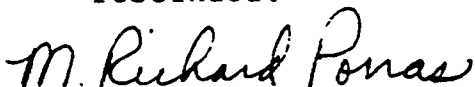
D. COMMENTS AND QUESTIONS

Address any comments or questions regarding this program or the content of this publication to:

Official Mail Accounting Branch
Office of Accounting
USPS Headquarters
Washington, DC 20260-5215

E. RESCISSIONS

The unnumbered, undated publication titled "How to Order and Use Official Mail Stamps and Postal Stationery" is rescinded.



M. Richard Porras
Acting Assistant Postmaster General
Department of the Controller

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**Appendix A - DESIGNATED PENALTY MAIL STAMP DISTRIBUTION
OFFICES**

Chapter 1

INTRODUCTION110 Scope

This publication provides procedures for U.S. Government agencies to requisition and use penalty mail postage stamps, postal cards, and stamped embossed envelopes which are offered to the agencies as part of the penalty mail stamp (PMS) system.

120 USPS Policy

Official mail is authorized by law to be transmitted by the Postal Service without prepayment of postage. Penalty mail is the type of official mail authorized for use by the executive and judicial branches of the Federal Government. Many Government agencies use official mail envelopes with standard penalty indicia to transmit official mail. The PMS system, used with penalty meter indicia, penalty permit imprint indicia, penalty business reply indicia, and Express Mail can enable participating agencies to achieve total official mail accountability. PMS stamp stock, postal cards, and stamped envelopes are available for official use by authorized Government agencies only. The penalty for private use is \$300.

132.33

130 PMS System Description

131 Benefits of System

When combined with other penalty mail systems, the PMS system can eliminate the use of standard penalty indicia and the resulting sampling methods to determine the official mail volume and postage. With the PMS system, Government agencies are able to affix the postage required and are billed for the exact amount of postage ordered.

132 Definitions

132.1 Indicia. Indicia are imprinted designations used on all mail to denote payment of postage.

132.2 PMS Indicia. The PMS stamp design as shown is essentially the same for stamps and postal stationery except for denomination (see Exhibit 132.2).

132.3 PMS Stock.

.31 PMS Stamps. PMS stamps are available in seven denominations. The denominations are 1, 4, 14, 17, and 22 cents, \$1, and \$5.

.32 PMS Postal Card. A PMS postal card is supplied by the Postal Service with a postage stamp printed or impressed in the upper right corner on the address side and the word "Official Business Penalty for Private Use \$300" printed on the left (see Exhibit 132.32).

.33 PMS Plain Stamped Envelope. A plain stamped envelope is an envelope with the stamp printed and embossed on the upper right corner and the words "Official Business, Penalty For Private Use \$300" printed on the left side of the envelope (see Exhibit 132.33).



Exhibit 132.32

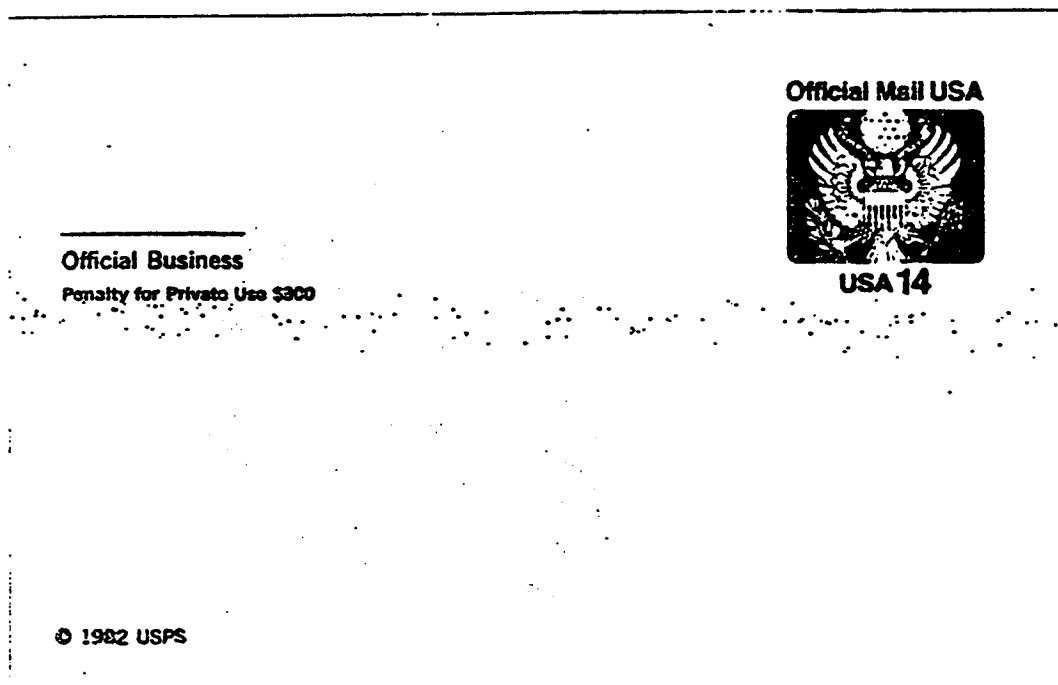


Exhibit 132.32

PMS Postal Card

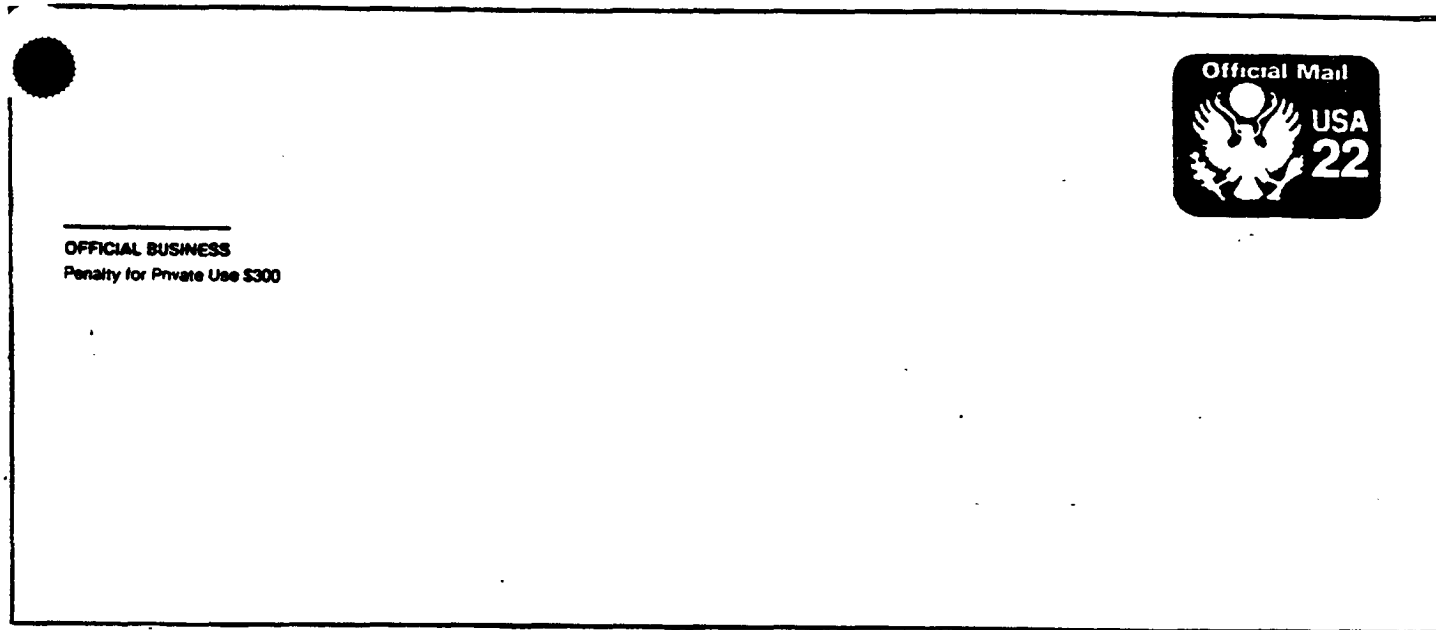


Exhibit 132.33

PMS Plain Stamped Envelope

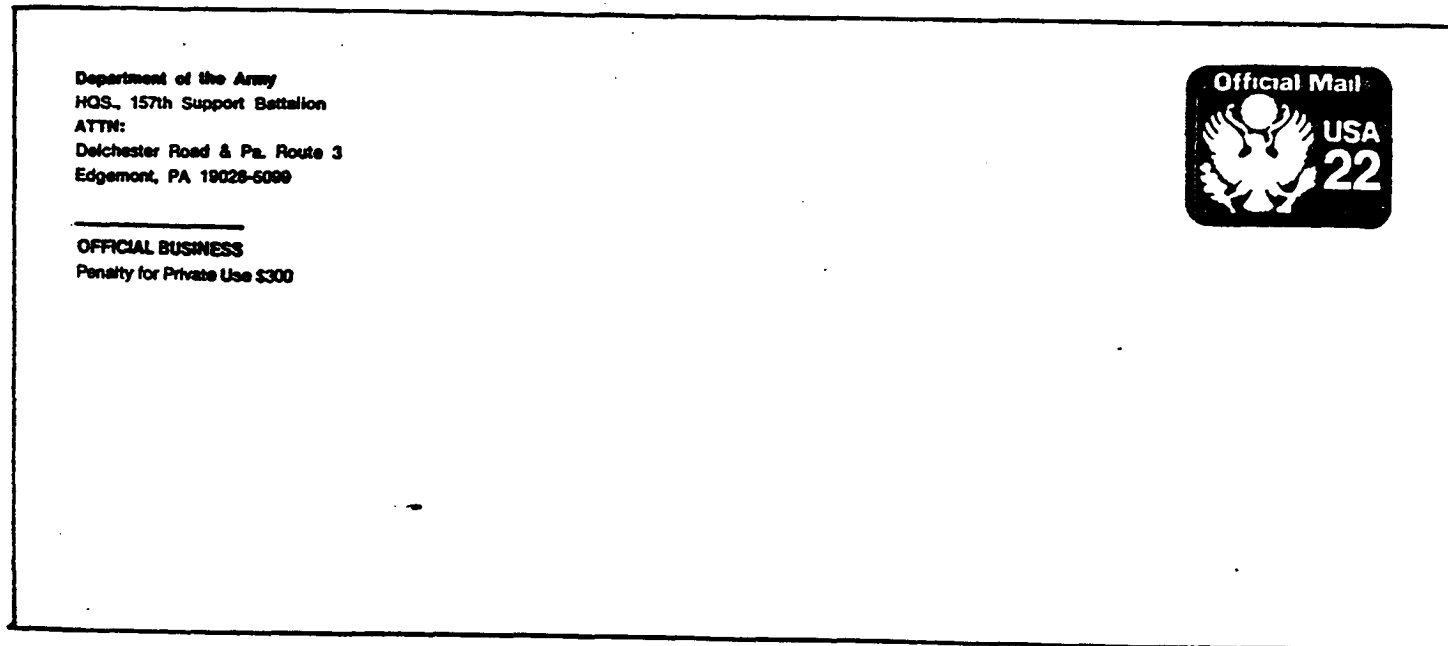


Exhibit 132.34

PMS Printed Stamped Envelope

.34 PMS Printed Stamped Envelope. A PMS printed stamped embossed envelope can be ordered with a specific return address printed on the upper left corner (see Exhibit 132.34).

132.4 Postage Item Number. The postage item number is a unique number used by the Postal Service to identify the type of postage ordered.

132.5 PMS Coils. A PMS coil is a roll of 100 stamps. PMS coils are presently available only in the 22-cent denomination. All other PMS stamps are provided in sheets.

133 Stamp Distribution Offices (SDOs)

SDOs are post offices which distribute postage stock to other ordering post offices. Designated SDOs distribute PMS postage to ordering Government agencies. (See Appendix A for a list of the designated SDOs.) Post offices other than those listed in Appendix A do not distribute PMS.

134 Agency Mail Manager

The agency mail manager is the individual in a Government agency, usually located in the Washington, DC metropolitan area, designated as the point of contact with the Postal Service for official mail matters.

135 Mailing Requirements

135.1 Postal Regulations. Regulations of the Postal Service governing the use of domestic and international mail services are contained in the Domestic Mail Manual (DMM) and International Mail Manual (IMM). Agencies may order copies of the DMM and IMM from the Superintendent of Documents, U.S. Government Printing Office, Washington, DC 20402-0001. Government agencies authorized to use the PMS system must comply with all applicable restrictions, requirements for wrapping and mailing, and general provisions concerning the use of all mail services. The correct amount of postage for the service used must be affixed to official mail covers when PMS stock is used.

135.2 Shortpaid Mail. Shortpaid mail is mail with insufficient postage. The shortage must be collected upon delivery to the addressee. When quantity mailings of 10 or more pieces are received at the office of mailing without sufficient postage, the mailer will be notified, without charge, in order that the postage charges may be adjusted before the mail is dispatched.

135.3 Unpaid Mail. Mail without any postage will be returned to the sender without any attempt at delivery.

Chapter 2

AGENCY ORDERING PROCEDURES210 What to Order

211 General. Agencies may order postage stamps, postal cards, and stamped envelopes to meet their official mailing needs. However, each order must be for a minimum of \$40. The SDO will increase orders for less than \$40 to meet (or exceed) this minimum by adding coils of 100 22-cent stamps. Stamps, postal cards, and stamped envelopes must be ordered in the minimum units as follows:

<u>Denomination</u>	<u>Ordering Units</u>
\$5 stamps	20 each
\$1 stamps	100 each
1-,4-,14-, or 17-cent stamps	100 each
22-cent stamps	Coil (100 each)
Postal Cards	Pack (250 each)
Stamped envelopes (regular and window)	Box (500 each)

212 Orders Less than a Unit. Orders received by an SDO for other than complete ordering units for the above items will be increased to the next higher unit. Examples: an order for 174 14-cent stamps will be increased to 200 14-cent stamps; an order for one and one-half packs of postal cards (375) will be increased to 2 packs (500); one-half box of stamped envelopes will be increased to one box (500).

220 Where to Order

Send orders directly to the SDO designated to fill requisitions for the ZIP Code area to which the order is to be shipped. A list of the SDOs with their ZIP Code service areas is provided in Appendix A.

230 When to Order

PMS Stock, postal cards, and stamped envelopes should be ordered no more than once each quarter. Printed stamped envelopes may be ordered as often as necessary.

240 How to Order241 Ordering Penalty Mail Stamps, Postal Cards, and Stamped Envelopes

241.1 Form 17-G. Use Form 17-G, Penalty Mail Stamp Requisition, to order PMS postage (see Exhibit 241.1). Forms 17-G can be obtained from the agency mail manager. A blank form set will be included with each shipment. Form 17-G is printed in sets of three: the Ordering Copy (Copy 1), Shipping Copy (Copy 2), and Customer Copy (Copy 3). The ordering agency retains Copy 3. Send the remaining copies to the appropriate SDO. If you fail to submit both copies, submit the forms to the wrong SDO, or submit illegible forms, your order will not be filled, and will be returned for correction and resubmission. When completing Form 17-G, type or print clearly so that all information is legible and entered on all three copies. Until supplies are depleted, Form 17-GX may be used instead of Form 17-G. Only the Order Copy (Copy 1) and the Shipping Copy (Copy 2) of Form 17-GX need be submitted to the SDO.

U.S. POSTAL SERVICE		PENALTY MAIL STAMP REQUISITION	
For USPS Use Only			
SDD Name		SDD 3-Digit ZIP Code	
Shipper		Date	
Witness		Date	
Register No.			
Instructions			
1. Type or print clearly. You are making 3 copies. 2. Minimum dollar value per order is \$40.00. Orders received for less than \$40.00 will have additional coils of stamps added to the order to satisfy the minimum order. Stamps are available only in multiples of 100 except for \$5.00 stamps which are available in multiples of 20. Postal cards are available only in packs of 250. Plain Stamped Envelopes, both regular and window, are available only in full boxes of 500. 3. Enter your name, address, telephone number and name of the Federal Government Department or Agency in the 'Ordered By' Block. 4. Enter, in numerics only, the Date of Order, 'P' Code, and Control Number in the blocks provided. ('P' Code and Control Number are special codes you receive from your Headquarters Mail Manager and must use.) 5. Enter the name and complete address of the individual to whom the stamps will be sent in the 'Shipping Label' block. 6. TO ORDER, multiply the number of stamps, coils, packs, or boxes by the denomination or unit price. The total dollar and cents amount for the order must be entered in the 'Requisition Total' column. 7. Keep the pink 'Customer Copy', copy 3, for your records. 8. Mail to: Stamp Distribution Office serving the Ship-To address ZIP Code.			
Ordered By			
Name & Title			
Street Address			
City, State, ZIP			
Telephone No. (Include area code or check <input type="checkbox"/> if FTS)			
Signature			
Department Agency			
Date of Order		Control Number	
Mo. Day Yr.		Mo. Day Yr.	
Mo. Day Yr.		Mo. Day Yr.	
REQUISITION TOTAL			
Press Hard—This is Your Shipping Label			
Name & Title			
Office/Unit			
Street Address			
City, State		Ship To ZIP Code	

PS Form 17-G, Feb. 1985

Exhibit 241.1

1- ORDERING COPY

Form 17-G, Penalty Mail Stamp Requisition

241.2 Completing Form 17-G

.21 Complete the Order By Section. In the "Ordered By" section of Form 17-G and in the spaces provided, enter YOUR:

- a. Full Name and Position Title;
- b. Mailing address including Street Address, City, State and ZIP Code (including ZIP+4);
- c. Telephone Number, including area code or PEN, as appropriate;
- d. Signature;
- e. Department/Agency that you represent and which will be billed for the postage ordered.
- f. Date of the Order including month (Mo), day (Day), and year (Yr) you will send the order to the designated SDO. Enter numerics only;
- g. Agency "P" Code and Control Number. These numerics are special codes you obtain from your agency mail manager and MUST be used. Without this information your order cannot be filled by the SDO.

.22 Complete the Order Blank. Order the amount of PMS postage by entering the desired number of 1-, 4-, 14-, 17-cent, \$1, and \$5 stamps; number of 22-cent stamp coils; packs of 14-cent postal cards; and boxes of 22-cent stamped envelopes (regular or window). To do this:

- a. Enter the number of stamps, coils, packs, or boxes desired in the column provided next to the "Item No."
- b. Multiply the number of items ordered by the denomination or price given, and enter the result (product) in the column headed "Dollars and Cents."
- c. Total the amounts entered in the "Dollars and Cents" column and enter the total in the space provided for "REQUISITION TOTAL."
- d. Verify the arithmetic to make certain it is correct. Make sure that entries are legible on all three copies of the form.

.23 Complete the Shipping Label. Complete the shipping label by entering:

- a. The name and title of the person to receive the shipment (NOTE: If this is the same name in the "Ordered By" section, enter the name and title again).
- b. The "Office/Unit" name (and room number, if applicable).
- c. The complete mailing address including "Street Address or PO Box", "City," "State," "ZIP Code," and "ZIP+4" of the Government agency location receiving the shipment.

241.3 Mailing Form 17-G. Verify that all information on Form 17-G is correct and send the form to the SDO servicing the "Ship-To-ZIP Code" (Attachment 1), as follows:

- a. Remove the pink Customer Copy (Copy 3) for your records.
- b. Address the envelope containing the forms to the Stamp Distribution Office designated to serve the "Ship-to-ZIP Code" on the requisition.
- c. Apply the proper amount of postage to cover the cost of mailing.

NOTE: ALLOW UP TO 2 WEEKS FOR DELIVERY OF THE PMS POSTAGE ORDERED.

242 Ordering Printed Stamped Envelopes

Stamped envelopes may be ordered with a return address preprinted on the envelope. To order these envelopes, complete Form 17-J, Penalty Mail Printed Stamped Envelope Order (see Exhibit 242). Form 17-J can be obtained from your agency mail manager. Carefully follow the instructions on Form 17-J and send the completed order to:

United States Postal Service
 United States Stamped Envelope Agency (USSEA)
 Williamsburg, PA 16693-0500

250 Receipt of PMS Postage

PMS postage will be shipped by registered mail or other accountable mail service to the individual or location on the shipping label. The signature of this individual (or a designee) will be required for delivery. Once the recipient signs for the shipment, it cannot be returned to the SDO for credit.

U.S. POSTAL SERVICE
PENALTY MAIL PRINTED STAMPED ENVELOPE ORDER

INSTRUCTIONS

1-4. Enter, in numerics only, your organization "P" Code, Control Number, Date of Order, and the Return ZIP Code in the blocks provided. ("P" Code and Control Number are special codes you receive from your Headquarters Mail Manager.) NOTE: The Return ZIP Code MUST be identical to the ZIP Code printed in the Return address.

5. Enter the information required.

6-9. Make no entry.

10. Enter the number of boxes of envelopes.
 NOTE: Envelopes are provided only in boxes of 500.

11. Make no entry.

12. Multiply the price in column (11) by the quantity in column (10) and enter the total in Column (12).

13. Enter the total by adding the amounts in Column (12).

14. Make no entry unless the address where the envelopes are to be shipped differs from the address in (15) 'Printing Information'.

15. Enter the 'Return Address' exactly as you want it to appear on the upper left corner of the envelope.

- the 'Return Address' is limited to seven lines.
- no line may exceed 47 characters in length including spaces.
- you may attach a sample or facsimile address in (15).

16. IMPORTANT: Retain Customer Copy as your record of order.

SEND USSEA COPY TO: United States Postal Service
 U.S. Stamped Envelope Agency
 Williamsburg, PA 16693-0500

ID	(1) "P" Code	(2) Control No.	(3) Date of Order			(4) Return ZIP Code						
			Month	Day	Year							
0												
(5) Ordered By			(6)	(7)	(8)	(9)	(10)	(11)	(12)			
Name and Title			Style	Size No.	De-nomination	Item No.	No. of Boxes	Price Per Box of 500	Cost			
Street Address			Regular	10	22¢	111		X \$120.90	=			
City, State and ZIP Code			Window	10	22¢	122		X \$121.50	=			
Telephone No. (Include area code or check <input type="checkbox"/> if FTS)												
Signature												
Department/Agency												
(14) Shipping Address												
Complete this section only if envelopes are to be shipped to an address other than the address in printing information section.			(13) TOTAL									
Name and Title			(15) Printing Information									
Office/Unit			TYPE or PRINT the "Return Address" exactly as you want it to appear on the envelope. Include ZIP Code.									
Street Address			1.									
City, State and ZIP Code			2.									
Remarks			3.									
			4.									
			5.									
			6.									
			7.									

260 Exchanges of PMS Postage

261 General. Damaged, defective, or unusable PMS may be replaced by the issuing SDO.

262 Damaged Stamps. Stamps which are damaged or unusable for postage because of humidity, moisture, or other causes while in custody of Government agencies may be exchanged at full value only for an equal number of stamps of the same denomination. Each transaction is limited to stamps with a total value of \$100 or less from each ordering unit.

Chapter 3

USE OF PMS POSTAGE310 Regulations on PMS Use

311 General. PMS postage may be used for official business only. Mailers must comply with all mailing regulations now in effect for official mail. Details of these regulations are contained in the Domestic Mail Manual (DMM) 137. These regulations require that:

"Official mail with the penalty mail stamp must contain Government return address printed, typewritten or handstamped on the envelope, label, or postal card to be delivered. Use of a non-Government return address can result in the return of the mail piece to the sender."

312 Conserving Existing Agency Supplies. In order to conserve existing agency envelope and label supplies, the PMS stamps may be affixed over the standard penalty (eagle) indicia in the upper right corner of the mailpiece or label.

320 Amount of PMS Postage

As with ordinary mail, determine the amount of PMS postage to be paid on a piece of official Government mail by the class of mail service used, weight of the item and, if appropriate, the distance to the destination. Obtain current postal rates and service charts at your local post office. Affix sufficient PMS postage to pay for the service used to the cover.

330 Services Available

With the use of PMS postage, Government mailers will be able to continue using the full range of services offered by the Postal Service. For a description of these services, refer to Publication 19, Mailers Guide. This publication is available at your local post office.

340 Shortpaid and Unpaid Mail

Shortpaid and unpaid official mail will be handled in the same manner as ordinary mail which is shortpaid or unpaid. This means that shortpaid official mail will not be delivered unless the proper amount of postage due is paid at the time of delivery. The postage due may be paid with PMS postage, penalty mail meter strips, or cash in the exact amount due. Unpaid official mail (official mail without any postal indicia) will be returned to the sender without attempting delivery.

APPENDIX A

DESIGNATED PENALTY MAIL
STAMP DISTRIBUTION OFFICESSHIP TO ZIP
(First 3 Digits)ORDER FROM:
STAMP DISTRIBUTION OFFICE
U.S. Postal Service

004-005	James A. Farley Bldg., Room 3129 New York, NY 10199-9615
006-009	Box 3367 San Juan, Puerto Rico 00936-9998
010-026	25 Dorchester Avenue Boston, MA 02205-9612
027-029	MPO/24 Corliss Street Providence, RI 02904-9996
030-035	955 Goffs Falls Road Manchester, NH 03103-9608
036-037	Sykes Avenue White River Junction, VT 05001-9996
038-039	955 Goffs Falls Road Manchester, NH 03103-9608
040-049	125 Forest Avenue Portland, ME 04101-9604
050-054	Sykes Avenue White River Junction, VT 05001-9996
055	25 Dorchester Avenue Boston, MA 02205-9612
056-059	Sykes Avenue White River Junction, VT 05001-9996
060-069	141 Weston Street Hartford, CT 06101-9610
070-079	Room B113 Newark, NJ 07102-9608
080-087	Benigno Blvd. & Haag Avenue Bellmawr, NJ 08031-9996

SHIP TO ZIP
(First 3 Digits)

ORDER FROM:
STAMP DISTRIBUTION OFFICE
U.S. Postal Service

088-089	Room B113 Newark, NJ 07102-9608
090-098 100-129	James A. Farley Bldg./Room 3129 New York, NY 10199-9615
130-149	1335 Jefferson Road Rochester, NY 14692-9616
150-168	1001 California Ave./GMF-Rm 1252 Pittsburgh, PA 15290-9613
169-196	30th & Market Street, Room 557 Philadelphia, PA 19104-9592
197-199	P.O. Box 10000 Wilmington, DE 19850-9610
200 202-205	P.O. Box 1000 Washington, DC 20013-1000
206-212 214-215	900 E. Fayette St. Baltimore, MD 21233-9609
216	P.O. Box 10000 Wilmington, DE 19850-9610
217	900 E. Fayette St. Baltimore, MD 21233-9609
218	P.O. Box 10000 Wilmington, DE 19850-9610
219	900 E. Fayette St. Baltimore, MD 21233-9609
220-245	1801 Brook Road Richmond, VA 23232-9624
246-259	Lee & Dichinson St. Charleston, WV 25301-9625
260	1001 California Ave./GMF-Rm 1252 Pittsburgh, PA 15290-9613

SHIP TO ZIP
(First 3 Digits)

ORDER FROM:
STAMP DISTRIBUTION OFFICE
U.S. Postal Service

261-268	Lee & Dichinson St. Charleston, WV 25301-9625
270-289	Greensboro, NC 27420-9602
290-296	MPO/1601 Assembly St. Columbia, SC 29201-9613
297	Greensboro, NC 27420-9602
298-306	General Mail Facility Atlanta, GA 30304-9608
307	Nashville, TN 37202-9609
308-310 312-319	General Mail Facility Atlanta, GA 30304-9608
320 322-331 333-340	Tampa, FL 33630-9608
350-352 354-368	351 N. 24th St./Rm 132 Birmingham, AL 35203-9610
369	P.O. Box 50 Jackson, MS 39205-9998
370-374 376-385	Nashville, TN 37202-9609
386-397	P.O. Box 50 Jackson, MS 39205-9998
400-409	P.O. Box 11007 Lexington, KY 40512-9996
410	GMF/Room 15 Cleveland, OH 44101-9605
411-418	P.O. Box 11007 Lexington, KY 40512-9996
420	MPO/Room B-29 Indianapolis, IN 46206-9642

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SHIP TO ZIP
(First 3 Digits)

ORDER FROM:
STAMP DISTRIBUTION OFFICE
U.S. Postal Service

421-422	P.O. Box 11007 Lexington, KY 40512-9996
423-424	MPO/Rm B-29 Indianapolis, IN 46206-9642
425-427	P.O. Box 11007 Lexington, KY 40512-9996
430-458	GMF/Rm 15 Cleveland, OH 44101-9605
460-469	MPO/Rm B-29 Indianapolis, IN 46206-9642
470	GMF/Rm 15 Cleveland, OH 44101-9605
471	P.O. Box 11007 Lexington, KY 40512-9996
472-479	MPO/Rm B-29 Indianapolis, IN 46206-9642
480-482 484-497	Rm. M-511 Detroit, MI 48233-9998
498-499	345 W. St. Paul Ave./Room 347 Milwaukee, WI 53203-9995
500-508 510-514	MPO/1165 2nd Ave. Des Moines, IA 50318-9600
515-516	Omaha, NE 68108-9540
520-528	MPO/1165 2nd Ave. Des Moines, IA 50318-9600
530-532 534-535 537-539	345 W. St. Paul Ave./Room 347 Milwaukee, WI 53203-9995
540	MPO/180 E. Kellogg Blvd. St. Paul, MN 55101-9512

SHIP TO ZIP
(First 3 Digits)

ORDER FROM:
STAMP DISTRIBUTION OFFICE
U.S. Postal Service

541-549	345 W. St. Paul Ave./Rm 347 Milwaukee, WI 53203-9995
550-551	180 E. Kellogg Blvd.
553-554	St. Paul, MN 55101-9512
556-564	
565	Bismarck, ND 58501-9995
566	180 E. Kellogg Blvd.
	St. Paul, MN 55101-9512
567	Bismarck, ND 58501-9995
570-577	500 E. Blvd.
	Rapid City, SD 57701-9995
580-588	Bismarck, ND 58501-9995
590-599	1100 W. Kent St.
	Missoula, MT 59801-9996
600-606	MPO/Room 206
609-611	Chicago, IL 60607-9609
612	1165 2nd Ave.
	Des Moines, IA 50318-9600
613-620	MPO/Room 206
622	Chicago, IL 60607-9609
623	1720 Market St.
	St. Louis, MO 63155-9604
624-629	MPO/Room 206
	Chicago, IL 60607-9609
630-631	1720 Market St.
633-641	St. Louis, MO 63155-9604
644-648	
650-658	
660-662	

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SHIP TO ZIP
(First 3 Digits)

ORDER FROM:
STAMP DISTRIBUTION OFFICE
U.S. Postal Service

664-679

7117 W. Harry St.
Wichita, KS 67276-9998

680-681
683-693

Omaha, NE 68108-9540

700-701
703-708
710-714

MPO/701 Loyola Ave.
New Orleans, LA 70113-9998

716-717

GMF
Little Rock, AR 72231-9646

718

MPO
Dallas, TX 75260-4450

719-722

GMF
Little Rock, AR 72231-9646

723

Nashville, TN 37202-9609

724-729

GMF
Little Rock, AR 72231-9646

730-731
734-738

P.O. Box 26666
Oklahoma City, OK 73126-9610

739

MPO
Dallas, TX 75260-4450

740-741
743-749

P.O. Box 26666
Oklahoma City, OK 73126-9610

750-769

MPO
Dallas, TX 75260-4450

770-789

P.O. Box 1575
Houston, TX 77251-1575

790-799

MPO
Dallas, TX 75260-4450

800-816

1823 Stout Street
Denver, CO 80202-9995

SHIP TO ZIP
(First 3 Digits)

ORDER FROM:
STAMP DISTRIBUTION OFFICE
U.S. Postal Service

820-831	2120 Capitol Ave. Cheyenne, WY 82001-9991
832-834	730 E. Clark Street Pocatello, ID 83201-9998
835	GMF Tacoma, WA 98413-9602
836-837	730 E. Clark St. Pocatello, ID 83201-9998
838	GMF Tacoma, WA 98413-9602
840-847	1760 W. 2100 South Salt Lake City, UT 84199-9416
850	1441 Buckeye Rd.
852-853	Phoenix, AZ 85026-9635
855-857	
859-860	
863-864	
865	415 N. Pennsylvania Avenue
870-875	Roswell, NM 88201-9998
877-884	
890-891	2000 Vassar St. Reno, NV 89510-9996
893	1760 W. 2100 South Salt Lake City, UT 84199-9416
894-895	2000 Vassar St.
897	Reno, NV 89510-9996
898	1760 W. 2100 South Salt Lake City, UT 84199-9416
900-908	Terminal Annex/Rm 73
910-918	Los Angeles, CA 90052-9621
920-928	
930-935	

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SHIP TO ZIP
(First 3 Digits)

936-941
943-960

961

962-966

967-969

970-978

979

980-985

986

987-994

995-999

ORDER FROM:
STAMP DISTRIBUTION OFFICE
U.S. Postal Service

P.O. Box 886002
San Francisco, CA 94188-6002

2000 Vassar St.
Reno, NV 89510-9996

P.O. Box 886002
San Francisco, CA 94188-6002

3600 Aolele St.
Honolulu, HI 96820-9608

MPO/P.O. Box 3047
Portland, OR 97208-9617

730 E. Clark Street
Pocatello, ID 83201-9998

GMF
Tacoma, WA 98413-9602

MPO/P.O. Box 3047
Portland, OR 97208-9617

GMF
Tacoma, WA 98413-9602

4141 Postmark Drive
Anchorage, AK 99503-3948

Example of a Mailing Label

UNITED STATES
DEPARTMENT OF THE INTERIOR

Bureau of Indian Affairs
Washington, D.C. 20245

<u>RM.</u>	<u>CODE</u>
------------	-------------

OFFICIAL BUSINESS	
PENALTY FOR PRIVATE USE, \$300	

For use by offices using postage meters to pay mail costs.

Private Carrier Statutes

PRIVATE EXPRESS STATUTES

The information in this appendix is taken directly from Chapter 1 of the Domestic Mail Manual published by the U.S. Postal Service.

112.1 Private Express Statutes. By a group of laws known as the Private Express Statutes, Congress has generally conferred upon the Postal Service the exclusive right to carry letters for others over post routes.

112.2 Implementing Regulations. The Postal Service's regulations under the Private Express Statutes are published in the Code of Federal Regulations, 39 CFR Parts 310 and 320, as amended from time to time by final rules published in the *Federal Register*. These regulations take precedence over any inconsistent material in prior rulings and publications of the Postal Service. Copies of the regulations may be obtained from the Assistant General Counsel, General Administrative Law Division, U.S. Postal Service, Washington, DC 20260-1113.

112.3 General Coverage of the Private Express Statutes

.31 Definition of Letter. For purposes of the Private Express Statutes, a *letter* is defined as a message directed to a specific person or address and recorded in or on a tangible object. A *message* consists of any information or intelligence that can be recorded on tangible objects including, but not limited to, paper in sheet or card form, recording disks, and magnetic tapes.

.32 Exclusions. Certain matter is excluded from the definition of the term *letter*, such as telegrams; checks and certain other instruments when shipped to, from, or between financial institutions; newspapers, and periodicals. (Other exclusions are described in the regulations.)

.33 Payment of Postage. If the proper postage is paid, the letters may be privately carried without violating the Private Express Statutes. (The details to be complied with in cases of this kind are outlined in the regulations.)

.34 Exceptions. Letters may be carried privately and without paying postage under certain circumstances. The principal exceptions cover letters which are sent with and relate in all substantial respects to some part of the cargo, or to the ordering, shipping, or delivering of the cargo; letters carried by the senders or the recipients, or by their regular salaried employees; and letters carried to or from a postal facility where they are to be or have been carried in the mail. (Details concerning these and other exceptions are found in the regulations.)

.35 Suspensions. Limited suspensions of the Private Express Statutes specify the conditions under which (1) private couriers may carry data processing materials, international ocean carrier documents, extremely urgent letters, and advertisements which are incidental to the shipment of accompanying merchandise or periodicals, and (2) universities and colleges may carry the letters of their student and faculty organizations. Carriers wishing to use the suspension for data processing materials must file a notice of their intention on a form obtainable from the Private Express Liaison Officer, Marketing Department, U.S. Postal Service, Washington, DC 20260-6332.

(The details of the suspension are set out in Postal Service regulations. See 112.2.)

112.4 Violations. Possible violations of the Private Express Statutes should be brought to the attention of the Inspection Service.

112.5 Advice on the Meaning of Private Express Statutes and Regulations. Members of the public and postal officials may obtain authoritative advice, including written advisory opinions, by contacting the Law Department, U.S. Postal Service, Washington, DC 20260-1100.

FACSIMILE TELEPHONE NUMBERS

Aberdeen Area Office	782-7446
Albuquerque Area Office	474-2666
Albuquerque (Downtown)	474-3493
Anadarko Area Office	743-7233
Billings Area Office	585-6559
Central Office	268-2603
Eastern Area Office	235-8610
Juneau Area Office	586-7169 (907)
Minneapolis Area Office	787-3631
Muskogee Area Office	736-2571
Navajo Area Office (Gallup)	571-9245
Navajo (Window Rock AZ)	479-5122
Phoenix Area Office	261-2309
Portland Area Office	429-6731
Sacramento Area Office	468-4378
Boise Fire Center	554-9467
Chinle Agency	674-5384 (602)
Crownpoint	786-5843 (505)
Farmington	327-5251 (505)
Haskell	752-2405
Hoopla Agency	625-4286 (916)
Hopi Agency	265-4285 (916)
Inst. of American Indian Arts	476-6463
Indian Health	443-6530
Lower Brule Agency	747-5518
Rosebud Agency	747-2281 (605)
Shiprock Agency	368-5737 (505)
Southwest Indian Polytechnic Inst.	474-3127
Western Washington Agency	392-9337
Yuma Agency	261-2636

MAIL MANAGEMENT

Mail Processing Review Elements

1. Have local mail management policies and procedures, approved by Office Head, been distributed to all employees?
2. Are mail stops to major organizational levels restricted, and has desk-to-desk delivery been discontinued?
3. Have reasonable steps been taken to assure a quiet, relatively secure area for mail employees to use for opening and routing mail, as well as accounting for money and safeguarding sensitive information?
4. Is the mail processing facility adequately equipped to facilitate rapid and efficient mail processing (rubber stamps, electric date and time stamp machine(s), manual and/or electric letter openers, proper routing forms, mail bags, various sized envelopes, sealing tape, cord, manual and/or electric staplers, box cutters, etc.)?
5. Are copies of the mail schedule (approximate time of incoming mail, cutoff time for processing outgoing mail, approximate times of internal delivery, etc.), conspicuously posted at appropriate location(s)?
6. Are copies of USPS postal rates and zone charts posted in mail facility?
7. Are incoming publications set aside for cataloging prior to routing?
8. Are adding machine tapes of incoming checks, money orders, and cash attached to the receipts and hand-delivered to the appropriate accounting personnel?
9. Are blue and messenger envelopes forwarded unopened to addressees?
10. Are incoming sensitive information, Freedom of Information and Privacy Act documents properly handled?

11. Are recipients of personal mail reminded of the official personal mail policy?
12. Is outgoing mail that is received in the mail processing facility prepared for immediate deposit in outgoing mail bag? If not, have the correct number of copies and necessary envelopes been attached?
13. Is outgoing mail that is incorrectly prepared returned to originators?